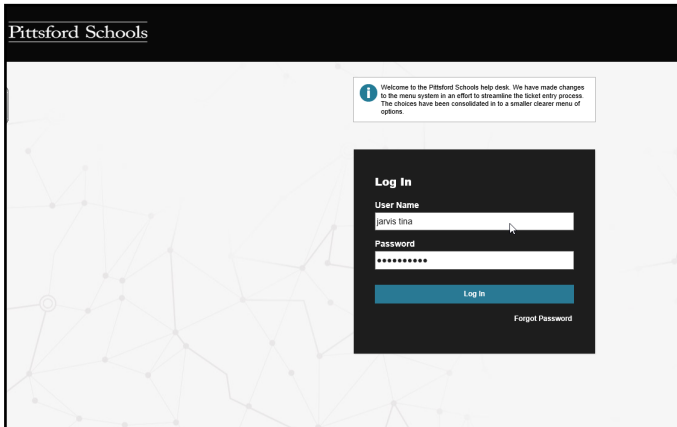


Using the Pittsford Schools Online Help Desk

Welcome to the Pittsford Schools help desk. We have made changes to the menu system in an effort to streamline the ticket entry process.

The choices have been consolidated into a smaller, clearer menu of options.



Use your Active Directory credentials for Username and Password.

Username = Last Name space First Name

Password = your computer/email password.

If your password has been changed at any point, use the most recent one.

Blank help request

Professional Development

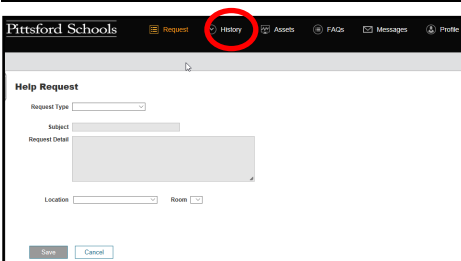
Service Request

Depending on the type of service selected from the pull down menu, options for information needed will change.

Supplies needed

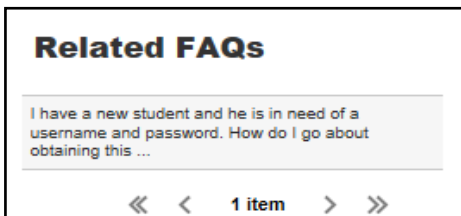
Question

Checking the status of your ticket



Ticket No.	Date	Updated	Status	Request Detail
30203	8/9/16	8/9/16	Advice Given	Office 365 updated log in: I am not successful logging into Office 365. C. Profit: Tina was using the wrong URL, I...
31302	2/8/16	2/8/16	Duplicate Ticket	Need log in information for Office 365. Please inform me of how the...
26468	2/4/15	2/4/15	Advice Given	Streaming video to audience of teachers and classrooms at Mendon...
30314	9/25/14	9/25/14	Duplicate Ticket	Canvas: Please add Maribeth Currant's Graphic 1 and Graphic 2 to...
23128	9/16/14	9/16/14	Advice Given	Student log into Office 365. These tenth graders could not log into...
				C. Profit: Robert's account looks correct.

From the Help Desk screen, click on the History tab to check the status of your ticket. You can modify, add additional information to, or cancel your ticket here. As technicians add notes and updates you can stay informed of the ticket's status.



On every

screen of our Web Help Desk, one will find a menu for our list of questions and answers relating to a particular subject or issue. The information found here is extensive, helpful and valuable.



In the event that one cannot use our online webhelpdesk, please call Madhu Rekhi at 267-1082 and she can place a help ticket for you.

Tech Services takes great pride in assisting our faculty and staff. Using our Help Desk not only puts us in touch with your needs, but the data that is collected from its use becomes a valuable tool to better serve you.